

## Vang, Mai (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Thursday, April 11, 2019 2:17 PM  
**To:** Chao, Diana (CI-StPaul)  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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**From:** Franklin, Romack [mailto:RFranklin3@republicservices.com]  
**Sent:** Wednesday, April 10, 2019 4:35 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Please see below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



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**From:** Estrella, Frances  
**Sent:** Wednesday, April 10, 2019 12:52 PM  
**To:** Franklin, Romack  
**Subject:** RE: 950 Ashland Ave - Q4 2018 RS Assessment Question

Customer got his 2 bills for Q4 and they never where paid. Only bills that was paid from the customer was Q1

Q4 is the late fees and the bills for 3 carts

**Frances Estrella**  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e [festrella@republicservices.com](mailto:festrella@republicservices.com)  
o 651-286-4567  
w [RepublicServices.com](http://RepublicServices.com)



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**From:** Franklin, Romack  
**Sent:** Wednesday, April 10, 2019 12:06 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Frances,

Can you provide any additional information on the following account?

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Wednesday, April 10, 2019 12:01 PM  
**To:** Franklin, Romack  
**Cc:** Greg Revering  
**Subject:** RE: 950 Ashland Ave - Q4 2018 RS Assessment Question

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "[infosec.phishing@republicservices.com](mailto:infosec.phishing@republicservices.com)"

Hi Romack,

The resident claims the credits don't match up and they are coming to a hearing. Does Francis have any additional info she could provide?

Are there credits on the Q1 2019 bill?

Thanks

Chris

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**From:** Franklin, Romack [<mailto:RFranklin3@republicservices.com>]  
**Sent:** Wednesday, April 10, 2019 11:56 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Chris,

Please see Frances email below.

Thank you,

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
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**From:** Estrella, Frances  
**Sent:** Wednesday, April 10, 2019 11:54 AM  
**To:** Franklin, Romack  
**Subject:** RE: 950 Ashland Ave - Q4 2018 RS Assessment Question

Customer owes 207.62 for Q4

**Frances Estrella**  
Billing Coordinator

4325 66th St E  
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e [festrella@republicservices.com](mailto:festrella@republicservices.com)  
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**From:** Franklin, Romack  
**Sent:** Wednesday, April 10, 2019 11:10 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Frances,

Can you please let me know if the resident correct and how much does the resident owe for Q4 2018?

Thank you,

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Wednesday, April 10, 2019 11:05 AM  
**To:** Franklin, Romack; Greg Revering  
**Subject:** FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "[infosec.phishing@republicservices.com](mailto:infosec.phishing@republicservices.com)"

Hi Romack and Greg,

Do you have any info on this account? Thanks

Chris

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**From:** Chao, Diana (CI-StPaul)  
**Sent:** Wednesday, April 10, 2019 11:04 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 950 Ashland Ave - Q4 2018 RS Assessment Question

Hello,

Robert Kopf (651-338-1515) at 950 Ashland Ave has submitted the following request for a legislative hearing:

"Amount listed as due does not match what is due - includes fees Republic Waste has waived and does not include credits they have said are on one of the two accounts that were created for the single service address."

He should have been billed for 2 35-g EOW and 1 96-g for Q4 2018. The pending assessment is \$207.72.

Is the resident correct? What is the amount that should be owed for Q4 2018? Please let me know so I can update the legislative file accordingly.

Thanks,



**Diana Chao**  
*Solid Waste Programs Specialist*

Saint Paul Public Works  
25 West 4th Street  
1500 City Hall Annex  
Saint Paul, MN 55102  
P: 651-266-6216

[diana.chao@ci.stpaul.mn.us](mailto:diana.chao@ci.stpaul.mn.us)

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